

RESPONSIBILITY FOR SUSTAINABLE OPERATIONS OF THANACHART GROUP

Thanachart Group is a business organization which is determined to conduct its business affairs, aiming to achieve strong and steady performance with its operations bearing in mind the impacts it exerts on all groups of stakeholders. In this connection, emphasis is placed on three areas including good governance dimension, environmental dimension and social dimension. The objectives are to create, develop and fulfill businesses while creating a balance between economy, society and environment in a sustainable manner. Attention is paid to the operations which encompass the various key issues of Thanachart Group's business affairs to the greatest extent possible.

Process for Preparing Thanachart Group's Sustainability Reports

Thanachart Group mainly used the Principles of the Corporate Governance Code for Thai Listed Companies 2017 developed by the SEC and the Sustainability Assessment Form issued by the SET in preparing its practice guidelines and reports on sustainability activities. This marked a good start in relation to the development of the reports as well as the preparedness to produce future sustainability reports. The purpose was to cover all issues which had to be reported both at the national and international levels.

Although the businesses of Thanachart Group were mainly concerned with investment and financial services which had no direct impacts on the environment, the Group considered it important to take on responsibility towards protection of the environment in various areas. In addition, the Group was determined to develop guidelines on obligations to stakeholders. In particular, the Group's staff members played a key role in driving, supporting, and ensuring the achievement of the business sustainability goal. Up to 2020, Thanachart group continued implementing the following programs that took into account all the stakeholders.



1. Governance

1) Fair Business Practice

Priority Areas	Practice Guidelines
<p>Good Corporate Governance Policy and Code of Business Ethics</p>	<p>In 2020, Thanachart Group implemented the following activities:</p> <ol style="list-style-type: none"> 1) The Company revised its Good Corporate Governance Policy and the Handbook of the Code of Ethics. Taking into consideration the revisions, member companies of Thanachart Group made adjustments to their policy and handbook, ensuring that the adjustments were consistent with the revisions and deemed appropriate to their respective business operations. 2) The Company arranged for all its executives and employees at all levels to sign a statement agreeing to adhere to the Good Corporate Governance Policy and to refrain from seeking a business benefit which conflicted with the interest of Thanachart Group. The Company also coordinated with each member company of Thanachart Group, ensuring that they made the same arrangement annually.

Priority Areas	Practice Guidelines
	<p>3) The Company arranged for all the Company's staff to do a self-evaluation in order to review, test and measure the level of knowledge and understanding about the compliance with the principles of good corporate governance and the anti-corruption policy. The Company also coordinated with each member company of Thanachart Group, ensuring that they made the same arrangement annually.</p> <p>4) The Company shared with its entire staff the infographics about the principles of good corporate governance and the anti-corruption policy on its intranet. The objective was to inform all the stakeholders concerned of the principles and the policy. In this connection, complete information was shown in the interesting infographics.</p> <p>5) The Company inculcated in its staff at all levels the moral and ethical values. The objective was to make them realize and responsible for their duties within the framework of moral and ethics in society. This was achieved by the establishment of the related policies and sharing easy-to-understand messages within the organization.</p>
Supporting Socially Responsible Trading Partners	<p>The Company established a clear principle in relation to the selection of its trading partners. In particular, the Company did not advocate the trading partners that were not socially responsible, such as those that violated human rights by using child labor or those that promoted unethical or illegal business activities.</p>
Public Disclosure of Information	<p>The Company disclosed information relating to various areas to the public, making sure that it was complete. The objective was to ensure that all the concerned stakeholders were provided with complete and accurate information of various aspects of the Company, both financial and non-financial, in a timely manner.</p>
Protection of the Rights of Stakeholders	<ul style="list-style-type: none"> • The Company ensured that its staff possessed high quality professional standards. • Its staff were required to maintain strict confidentiality of the Company's stakeholders. They were required not to disclose any information about the stakeholders to any other party. • The staff were not allowed to use the information of the stakeholders for the benefit of the Company or for the benefit of any party illegitimately, unless it is legally required to be disclosed. • The Company put in place systems or channels for stakeholders to express opinions or file complaints about the Company. These included, among others, the Company's website, telephones, notifications, emails or any other available channels. In this connection, the Company would implement corrective actions and inform the stakeholders concerned in a timely manner. As well, the procedures for filing complaints were clearly disclosed on the Company's website.
Protection of Personal Confidentiality and Data Security	<p>The Company and member companies of Thanachart Group realized the importance of protecting not only personal data of customers and personnel but also the Company's confidential information. If the data was misused or divulged to third parties without the express consent of owners of the data, breaching confidentiality might cause harm to the owners of the data or the Company in terms of reliability and safety of the owners as well as all the parties concerned as a group. As a result, to prevent data breaches, the Company adopted a number of measures aiming at keeping all personal data of customers strictly confidential. The measures were specified in the Handbook of the Code of Ethics. In this connection, no personal data or confidential information of customers would be divulged unless the disclosure was required by the law or the customers gave a written consent. Importantly, personal data of customers would not be used for gaining benefits.</p>

Priority Areas	Practice Guidelines
	<p>Moreover, In 2020, the Company and member companies of Thanachart Group made preparations to ensure compliance with the regulations imposed by the authorities concerned in relation to personal data protection as well as information safety and security for customers, those who executed transactions with the Company, and also personnel working in the organization. The objective was to ensure full regulatory compliance when the Personal Data Protection Act came into force.</p>
<p>Responsibility towards Lenders</p>	<p>The Company and member companies of Thanachart Group not only strictly adhere to the agreements with lenders but also fulfill all the obligations, particularly those related to guarantee conditions, capital management and in an event of default, what the loan proceeds are used for, principal and interest payments, guarantee conditions and any other matters agreed with the lenders. In this connection, the Company shall send a report on the financial position and financial information to the lenders in line with the established terms and conditions in an accurate, transparent, and regular manner.</p> <p>As regards the capital management, the Company pays great attention to stability and strength as well as liquidity management, ensuring that it has enough liquidity to make repayments to the lenders in accordance with the established schedules.</p>
<p>Responsibility towards Prevention of Software Piracy</p>	<p>On the Policy</p> <p>The Company and member companies of Thanachart Group has established security measures for computers and usage. The objective is to control software piracy in relation to computer hardware and software package installation.</p> <p>On the Processes</p> <ul style="list-style-type: none"> • Thanachart Group has put in place processes for keeping asset registers and reviewing them at least once a year for improvements. In this connection, officers will be assigned to check the software installed on the employees' computers. • As well, the Group has put in place processes for entering a purchase requisition in the purchase invoice register when a user submits a request. <p>On the Technology</p> <ul style="list-style-type: none"> • Computer users are prohibited from installing software themselves. Otherwise, they will be denied permission to access their computers. If they want to use certain software, they are required to get a prior permission from the work unit concerned and to make a request to the information system and technology department for further action and the user will then be entitled to use such software. • A desktop management system has been installed on each computer for the purposes of checking the installed software and collecting data for preparing a monthly report.

2) Anti-Fraud and Anti-Corruption

Thanachart Group fully realizes that corruption produces harmful effects and is an obstacle to the country's social and economic development, as well it also leads to unfair business practices. As a result, the Group cooperated with the Private Sector Collective Action Coalition Against Corruption (CAC) by declaring its intention and becoming a member of the Coalition since 2014. Later in 2020, the certifications and memberships of the Company and all member companies of Thanachart Group got extended. In this connection, Thanachart Group put in place the following Anti-corruption Policies, measures as well as related work procedures and processes, to which all employees were required to adhere.

1. The Boards of Directors of the Company and member companies of Thanachart Group approved Anti-corruption Policies which were reviewed regularly. The policies clearly define "corruption and various forms of corruptions". Essentially, Directors, executives, and employees were prohibited from seeking benefits, participating in or accepting any forms of corruption, directly or indirectly, regardless of whether the benefits were for the organization, themselves, their family, friends or acquaintances. They were required to act as a role model. Moreover, executives of Thanachart Group were responsible for overseeing and supporting the implementation of the related measures. As well, the appropriateness of the various measures was subject to regular review, ensuring that they were in line with the changes in business, rules and regulations as well as legal requirements.

2. Thanachart Group has established the Anti-corruption as one of the organization's core values. This core value known as "C3SIP" serves as a guideline to which all employees of Thanachart Group are required to adhere. The key components of C3SIP are as follows:

- Customer Focus : meeting the customer needs,
- Collaboration : working as a team,
- Commitment : fulfilling one's duties until goals are achieved,
- Spirit : devotion to one's work,
- Integrity : adhering to integrity and Anti-corruption,
- Professional : possessing adequate knowledge and ability to perform one's duties.

3. As regards the corruption risk assessment, each member company of Thanachart Group have adopted the principles and methodology based on the Risk and Control Self-Assessment (RCSA) which is one of the tools used for operational risk management. Among others, this includes risk identification, determination of risk levels, as well as establishment of internal control systems aiming at controlling and mitigating risks for the purpose of preventing corruption risks. Also noteworthy are the follow-up and review of the corruption risks which shall be conducted in a regular manner in every three years, or any time there was a change to various risk factors that had significant impacts on the operational processes. In this connection, the progress of work plans and the implementation of risk control measures were closely monitored. And the related assessment reports shall be sent regularly to the Audit Committee and Board of Directors for information.

4. Thanachart Group has established Anti-corruption measures, to which the employees of Thanachart Group are required to adhere. The measures are based on the internal control principles which are in line with the corruption risk and the Anti-corruption Policy. These measures will be reviewed annually, ensuring that they are appropriate and in line with the risks. As well, the Group has established disciplinary actions to be taken against employees who are involved in any corrupt act.

5. Thanachart Group attached great importance to all forms of corruption, especially the offering or acceptance of gifts, presents, entertainment or any other benefits. As they could easily lead up to corruption, the Group had included these forms of corruption in the Good Corporate Governance Policy, the Handbook of the Code of Ethics, the Anti-corruption Policy, the Anti-corruption measures as well as the related regulations which covered practice and control procedures. As well, supervisors would be given reports on the implementation of the procedures, violation or noncompliance with the Anti-corruption Policies, Anti-corruption measures or various regulations. Any act which

supported, promoted or gave cooperation in corruption was considered misconduct and would be subjected to disciplinary actions.

6. To make the Anti-corruption measures more efficient, Thanachart Group requires that each member company adopts the related rules, operational procedures, and guidelines, particularly about notification of corruption clues as well as handling of complaints about fraud and corruption. The member companies are also required to establish safe channels, through which any members of the general public or any employees of Thanachart Group who come across any suspicious fraudulent or corrupt activity could report clues or file their complaints. The information provided by whistleblowers will be sent to the head of the internal audit unit. In this connection, the information will be kept confidential and presented to the Audit Committee who will, in turn, report it to the Board of Directors. As well, Thanachart Group has adopted a policy aiming at treating fairly and protecting those employees who refuse to get involved in corruption although such refusal may cause the organization to lose a business opportunity. Also, the whistleblower will receive a compliment.

7. All executives and employees are required to sign an agreement to strictly adhere to Thanachart Group's policies, measures and regulations in relation to the good corporate governance, the Handbook of the Code of Ethics, Anti-corruption, whistleblowing against frauds or corruption, gift-giving and gift-taking, receptions or any other benefits, customer confidentiality measures as well as other related regulations.

8. The Company and member companies of Thanachart Group prepared a notification for trading partners and business representatives about the Anti-corruption Policy, requesting them to give their cooperation and support in fighting against corruption by refraining from giving gifts to executives or employees of Thanachart Group, during festivals or any other occasions. The notification was sent to them via mail or email. It was also shared on the websites of the Company and member companies of Thanachart Group.

9. In appraising the performance related to the implementation of the Anti-corruption Policy and the related measures, the Audit Committee of each member company of Thanachart Group would be responsible for reviewing its internal control system, ensuring that it had adequate internal controls that the conduct of business affairs are in line with the Anti-corruption Policy. The audit unit shall audit the business operations in line with the annual audit plan as assigned by the Audit Committee. In this connection, a report on significant audit results and recommendations shall be sent to the Audit Committee.

In this connection, in order to make the public awareness of Thanachart Group's intent in relation to Anti-corruption, Thanachart Group has brought its Anti-corruption Policy to the public notice by making it available through the website of each member company of the Group. On the part of the Company, it makes the policy available through its website (www.thanachart.co.th).

In 2020, Thanachart Group made an announcement to the public about its "No Gift Policy". The objectives were to avoid generating motivation or to curb tendency towards unfair business practices and to avoid causing a conflict of interest. Moreover, the Private Sector Collective Action Coalition Against Corruption (CAC) provided the Company and member companies of Thanachart Group with a "No Gift Policy" logo which was specially designed for the companies which were certified by CAC. In this connection, the Company and member companies of Thanachart Group already shared the logo on their respective intranets and websites.



3) Supply Chain Management

Thanachart Group pays attention to supply chain management in the same way as it pays attention to business operations in order to achieve sustainability in other areas. Emphasis is placed on managing the supply chain by adhering to the principles of good corporate governance as well as the code of ethics and business conduct, taking into account the economic, social and environmental impacts. The objectives are to prevent risks from affecting, directly or indirectly, the Group's image and business operations and to give rise to new business opportunities through Thanachart Group's supply chain.

In delivering products and services which met the needs of Thanachart Group and its customers, business operations required cooperation from trading partners. In 2020, Thanachart Group had trading partners which could be categorized as follows:

1. Procurement of stationery and general supplies including general products and services, stationery, office supplies, important printing forms, general printing supplies, printed plastic cards, and other miscellaneous items.
2. Outsourcing services including marketing and sales promotions, public relations, document/cash transportation services, security services, cleaning services, chauffeur services, and messenger services. The services are provided by quality companies whose business operations are in compliance with the labor law.
3. Building maintenance services such as refurbishment of office buildings (both at headquarters and at branches), renovation, maintenance, repairs and replacement of spare parts and equipment within offices or in areas where electronic appliances are installed, as well as furniture repair jobs.
4. Procurement of information technology and office equipment including electronic equipment (such as computers, multifunction copiers), security devices (such as CCTV cameras and burglar alarm systems), and all types of electric appliances.

Process for Assessing the Risks of Trading Partners

Thanachart Group has established clear policies and criteria for selecting trading partners. Emphasis is placed on promoting the businesses which not only are committed to the principles of good corporate governance and the code of ethics and business conduct, but also conduct their business affairs in a transparent and fair manner, taking into account their impacts on the environment and society. Moreover, Thanachart Group has put in place a clear assessment process. It regularly reviews and improves its procurement process and also meets with its trading partners so that they have an opportunity to voice opinions. The objective is for them to jointly check and solve the problems which arise, and gain additional knowledge to develop themselves. This represents cooperation in promoting sustainable economic growth.

Process for Buying Goods or Services

1. Prequalification: Selecting vendors whose qualifications meet the established criteria
2. Price Performance: Price and quality evaluation
3. Vendor Risk Assessment: Grouping of vendors in order of importance, taking into account the risks which may impact sustainability or the procurement process

Process for Monitoring, Checking and Evaluating Trading Partners

In checking and monitoring trading partners, Thanachart Group makes an arrangement to visit its major trading partners at least once a year. The objective is to ensure that they adhere to the code of ethics and business conduct for Thanachart Group's vendors. In this connection, the issues related to the environment, society and corporate governance are integrated into the vendor code of ethics and business conduct. The objective is to promote sustainability development throughout the supply chain.

In evaluating its trading partners, Thanachart Group has prepared a form for assessing the satisfaction receiving from using the services from trading partners. It also puts in place a channel for accepting complaints and/or feedback from customers. It also randomly selects a sample of each vendor group in order to visit them for the purpose of monitoring, checking and evaluating their performance. In addition, Thanachart Group oversees the procurement management and cooperates with the parties concerned from various work units in checking factual information and fixing problems. Thanachart Group also gives its trading partners suggestions about how to improve and develop their products and services. In this connection, in case the trading partners are unable to meet the established standards, Thanachart Group may impose a penalty on them as deemed appropriate. The objective is to raise the quality of the trading partners in order to achieve sustainable economic, social and environmental development together.

Activities Implemented in 2020

In 2020, more than 90 percent of Thanachart Group's trading partners were aware of and understood the scope of practices in line with legal requirements as well as the sustainable development guidelines stipulated in the vendor code of ethics and business conduct. They were required to accept the code before becoming Thanachart Group's trading partners. In this connection, all the trading partner had to refrain from violating human rights, using child labor or hiring illegal workers. In addition, they had to manage their business operations in an eco-friendly manner, comply with the occupational health and safety standards, adhere to the code of business ethics and conduct their business affairs in a fair and reasonable manner. In case it was found that any trading partner violated human rights, Thanachart Group would issue a warning and give the trading partner time for rectifying the human right issue. Alternatively, the Group might terminate the contract with the trading partner and permanently remove its name from the list of approved vendors. The objective was to prevent the risk which might adversely impact the image and business operations of Thanachart Group in the future.

For new trading partners, Thanachart Group would strictly evaluate and cautiously select them, taking into consideration the requirements stipulated in the vendor code of ethics and business conduct. In addition, the Group would closely monitor and appraise their performance, ensuring that they complied with the code. Moreover, the Group had developed a standard service or purchase contract which included an anti-corruption clause, to which the trading partners were required to strictly adhere. In this connection, Thanachart Group would keep checking, monitoring and evaluating the trading partners in a continuous manner.

Example Projects

Electronic Equipment Procurement Project

Guidelines have been established for electronic equipment procurement. Emphasis is placed on materials which help reduce carbon dioxide emissions and are environmentally friendly. In this connection, the equipment to be purchased must receive an electrical safety certification awarded by a national institute such as Underwriter Laboratory (UL). As well, they must receive a certification from a national institute such as the Federal Communications Commission (FCC), which states that the electromagnetic interference (EMI) from the equipment is under the established standard limits. Importantly, the equipment must also receive an energy efficiency certification from a national institute such as Energy Star 5. Importantly, the equipment must receive an environmental health and safety certification awarded by a national institute such as Electronic Product Environmental Assessment Tool (EPEAT). In addition, the equipment and peripheral devices, multifunction copiers and other electronic devices to be purchased must have an environmental certification awarded by Thai Green Label Scheme.

Project on Renovation of Branches and Office Buildings

Guidelines have been established for buying construction materials for the renovation of branches and office buildings. The objective is to ensure that the materials to be used are eco-friendly. In this connection, Thanachart Group recognizes the importance of using standard materials in line with the Occupational Health and Safety Management System (OHSMS). For example, paints which help minimize impacts of the Volatile Organic Compounds (VOCs) are used. In addition, emphasis is placed on using the materials without Alkylphenol ethoxylates (APEO) as well as other harmful chemicals such as formaldehyde, mercury, lead, cadmium or chromium.

In addition, eco-friendly Polyurea waterproofing coatings are used for preventing roof leaks. Salient features of Polyurea include efficient prevention of roof leaks, resistance to chemicals and high humidity, light reflectiveness with heat resistance, protection of the roof surface from ultraviolet (UV) light, reduction of temperature in the building during the day, energy efficient property, and long expiration date of up to 10 years. As a result, the use of Polyurea helps cut maintenance costs, save energy and reduce waste.

Office Furniture Procurement Project

Guidelines for purchasing office furniture have been established. Emphasis is placed on using eco-friendly materials from the producers whose product designs and production processes are eco-friendly and who use recyclable materials. In addition, emphasis is placed on the designing procedures. For examples, the table tops, armrests and table legs must offer flexibility and comfort. The furniture must be easy to move in case a renovation has to be carried out or the furniture has to be moved.

4) Other Social Projects

The Capital Market Corporate Governance Promotion Project in Tribute to His Majesty the King

TNS sent its representatives to participate in a working group of the Capital Market Corporate Governance Promotion Project in Tribute to His Majesty the King. The Project was organized by the Association of Thai Securities Companies together with the SEC and the capital market organizations concerned. The objective was to perform good deeds for motherland to celebrate the Auspicious Occasion of the Coronation of His Majesty the King. As an overall view, the Project would invite business operators and organizations in the capital market to jointly declare that they were organizations which operated their business responsibly in line with their respective context, taking into account the overall interests of business and society while working towards the Sustainable Development Goals (SDGs). In this connection, at the Extraordinary Meeting of Members No. 3/2019, the meeting approved the implementation of the following activities for securities business.

1. To establish guidelines for operating securities business in a sustainable manner. This would be implemented through a working group consisting of representatives from member companies. The objective was to come up with common practice guidelines for business operation.

2. To encourage Investment Consultants (IC) to be on alert and to give investment advice which attaches importance to sustainable development. The Investment Consultants are required to complete the training course about investment in companies or funds which invest in companies with high score on Environmental, Social and Governance (ESG) scales. To also encourage the Investment Consultants to promote investment in ESG companies or funds which investment in ESG companies.

3. To train university students in Bangkok and other provinces, aiming at enhancing their knowledge and understanding of ESG investing.

Financial Literacy

Thanachart Group gives support and enables members of the general public and business operators at all levels to have universal and equitable access to financial services through the following activities and programs:

Activity entitled “Investing and Saving”

THANI was well aware of the importance of financial discipline. As a result, the company gave support and encouraged members of the general public to acquire knowledge and understanding of financial discipline. In this connection, it organized an activity entitled “Investing and Saving”, aiming at enabling participants to apply the advice to their daily living. The topics covered by the activity in 2020 included basic financial management, benefits of investing and how to save on taxes by more savings. The activity was held on 30 November 2020 in a conference room at Sinn Sathorn Tower, Bangkok.

2. Environment

1) Energy Conservation and Environment

Thanachart Group pays attention to the environmental management in a continuous manner. It has established a clear energy conservation policy and environmental measures. In this connection, all employees are required to participate in the implementation of energy reduction activities and the energy conservation is considered as one of their duties. As a result, Thanachart Group could manage its energy consumption in an efficient manner. Campaign activities are implemented, aiming at inculcating employees with a sense of responsibility for using energy in an economic, efficient and cost-conscious manner. Supporting assistance is also given to various activities with an aim to enhance and develop the quality of society and environment in a sustainable manner. In managing the buildings and locations so that they are eco-friendly, attention is paid to the selection of materials for used in buildings. The materials have to help reduce emissions of hazardous air pollutants and also Carbon Dioxide emissions.

As well, Thanachart Group places strong emphasis on inculcating in employees the environmental conservation habit. In this connection, employees are encouraged to participate in conserving energy and use energy as an economical commodity and in a sustainable manner at the headquarters and regional offices as well as branches. Among others, fluorescent lamps have been replaced by LED tubes in office buildings in order to extend the lifespan of use and reduce energy consumption in the buildings. Color innovations which place emphasis on health safety. As well, machinery systems have been improved, aiming at increasing their efficiency. The objectives are to reduce electricity consumption, ensuring that they are at the level close to every year's level.

2) Participation to Cope with the Climate Change

Water and Waste Management

Thanachart Group continually carried out its water management plan by campaigning for appropriate reduction in water consumption, creating awareness of efficient water consumption among its employees, replacing existing equipment by introducing new technology which could increase efficiency in saving water, requiring an installation of a grease trap tank with regular maintenance, doing proper maintenance of the building's sept tank plus having the right water management that could treat used water and render it for re-use. As for wastewater disposal from the building, the Group had in place water control and management prior to draining it out into public canals in order to avoid adverse effects to the environment and the ecosystem. The wastewater quality had to pass the required standard specifications as designated by the ministerial regulations. To ensure that the disposed water was in line with lawful specifications, experts from respectable external agencies were invited to check wastewater quality level on a regular basis. For instance, specialists from Pollution Control Department, Ministry of Natural Resource and Environment.

Furthermore, the Group organized an ongoing campaign for its employees to seriously sort waste materials on the premises e.g. waste collection, plastic waste sorting etc. In this way, this waste could be recycled in order to reduce waste volume and maximize use of the resources.

Implementation of Energy Consumption Reduction Measures

Thanachart Group pays close attention to energy consumption reduction measures in line with the energy conservation policy. In this connection, both executives and staff constantly ensure that energy is being used in an effective and efficient manner. Emphasis is placed on continuous implementation of energy conservation measures and on improvements of existing systems. The measures implemented in each building of Thanachart Group must take into account the energy consumption reduction as a key element. Importantly, the implementation must not affect the well-being of the personnel in the buildings. As well, it must not directly or indirectly affect the environment, both inside and outside the building. Among others, these measures include the following:

- **Controlling water pump on-off switch** is a way to manage electricity usage based on peak and off-peak times, by avoiding usage during peak hours and promoting usage during off-peak hours from 22:00 hours to 9:00 hours.

- **Replacement of fluorescent lamps with energy-saving LED lamps** was done with those lamps needed for both indoors and outdoors installation, thus saving more electric energy as well as getting longer lighting service time than that of those conventional fluorescent lamps.
- **Seasonal adjustments of the chilled water temperature set point on chillers** in order to save energy usage and reduce expenses.
- **Installation of a new Air Handling Unit (AHU)**, replacing the existing ones which have been used for a long time.
- **Improving air cooler piping systems** in order to enable the ventilation systems for cooling to work more efficiently.
- **Revamp the air conditioner system** by introducing a Magnetic Chiller system in order to boost its overall efficiency and to reduce the electricity consumption.
- **Use an alternative source of energy such as solar energy** for certain spots in the office building to help relieve the overall electricity consumption.
- **Cut down on the number of split type air conditioners** to save more energy.
- **Install blinds and use thermal filter film** in order to reflect sunlight and heat coming to the building, thus boosting the efficiency of air conditioner system and saving energy.

Environmental Protection in Terms of Occupational Health and Safety in Buildings

Thanachart Group has been closely monitoring, assessing, and controlling risk factors that have potential to cause harm. Emphasis is placed on improving the work environment, both inside the building and outside areas surrounding the building in the immediate vicinity. The objective is to ensure workplace health and safety of employees and all parties concerned in a regular and continuous manner.

- **Measuring lighting levels in buildings**, ensuring that the work environment is appropriate and the indoor lighting is in line with the established standards and the related laws as well as the occupational health and safety requirements. The lighting levels are scheduled to be measured at least once a year.
- **Testing quality of air in buildings**, ensuring that the work environment is appropriate and the indoor air quality is in line with the established standards and the related laws as well as the occupational health and safety requirements. The air quality is scheduled to be tested at least once a year.
- **Measuring microbiological indoor air quality in office buildings** at least once a year. The objective was to ensure that the work environment is appropriate in line with not only the established standards and the related laws, but also the requirements relating to the occupational health and safety as well as the building environment.
- **Testing quality of drinking water in buildings** in compliance with the established standards and the related laws as well as occupational health and safety in buildings. It is important not only to closely monitor, assess the containment of hazards but also to establish measures aiming at preventing water contamination. The measures help bolster the confidence of employees in buildings and customers visiting buildings as the drinking water in each building is clean and meets the established standards. The water quality is scheduled to be tested at least twice a year.
- **Organizing training courses for employees on basic life safety and fire extinguishing.** The objective is for employees at all levels to acquire emergency fire safety skills. Covering theory and practice, the training enables participants to get acquainted with the use of various firefighting tools and equipment.
- **Control the indoor temperature and humidity at optimal level** in line with the prevailing weather in order to save energy.
- **Raising infection control standards in offices in strict compliance with the COVID-19 preventive measures.** Emphasis was placed on social distancing in reception areas for serving customers and visitors, common

areas, corridors, elevator lobbies, meeting rooms, dining rooms, wearing of masks, hand washing, and temperature screening.

- **Design the building work space to allow for a recreational area** so that office workers can use it for relaxation.
- **Designing smoking areas outside office buildings, ensuring that they are in line with the established standards and conducting smoking abstinence campaigns.** The objective was to ensure that the work environment is appropriate in line with not only the established standards and the related laws, but also the requirements relating to the occupational health and safety as well as the building environment.

Improving Work Processes to Reduce the Use of Natural Resources

Apart from encouraging employees to make the best use of available paper, Thanachart Group improves work processes in order to reduce paper usage. The efforts also indirectly help preserve the environment. In this connection, the following activities have been implemented in various forms.

- To reduce paper consumption, consider using more electronic system in day-to-day operation and meetings.
- Instead of using paper, send information to customers electronically.
- Launching campaigns aiming at inculcating the benefits of paper reduction in employees. As a result, they will minimize paper usage. Among others, they are encouraged to reuse waste paper within the office so as to reduce waste and maximize the use of resources.

3. Social

1) Human Resource Development

Looking after Employees

Thanachart Group's Fair Treatment of Employees and Observance of Human Rights

- Thanachart Group follows employment practices in line with the established standards as well as the related laws. In this connection, the Company has also established a clear policy and clear regulations. Avoid violating human rights, e.g. employment of child labor and use of forced labor. Also put in place a process for checking various qualifications before recruitment.

- Thanachart Group treats employees equitably without giving undue advantages or depriving employees of their rights unfairly, due to differences in their race, religion, social status, gender, age, physical impairment or disability. As well, the Group has adopted a clear policy aiming at adopting measures for preventing and addressing sexual harassment.

- Thanachart Group supports the disabled so that they not only could earn income but also recognize their inherent dignity and worth. Thanachart Group has employed the disabled to work in positions appropriate to their qualifications and skills. They are provided with the same opportunities and compensation as those of normal employees. Moreover, Thanachart Group has joined the Thai Bankers Association, the Thai Red Cross Society, the Social Innovation Foundation, and the Don't Drive Drunk Foundation in employing the disabled in the form of service contracting since 2017. In particular, the disabled were employed to work at the Red Cross Society and also to help the Don't Drive Drunk Foundation conduct campaigns.

- As regards the disabled who work for Thanachart Group or the disabled who visit Thanachart Group for services, appropriate facilities and amenities are put in place in the buildings and premises concerned. In particular, parking spaces and wheelchair ramps are made available for the disabled.

- Emphasis is placed on ensuring procedural fairness in relation to disciplinary actions. As well, the Group has put in place procedures for investigating all people involved to establish facts and for hearing both sides of the story in a careful manner. It has also established a screening committee consisting of qualified outsiders who participate in the procedures. The objective is to ensure that the disciplinary procedures are followed in the fairest manner possible. Importantly, a procedure has been put in place to allow employees who are subject to disciplinary action to lodge an appeal so that the case could be reconsidered for ensuring fairness of disciplinary.

- Thanachart Group has issued regulations, the Handbook of the Code of Ethics, as well as Good Corporate Governance Policy which serve as guidelines for handling various parties concerned, including, among others, shareholders, executives, employees and trading partners. The objectives are not only to ensure that Thanachart Group's business operations and the conduct of business affairs are in compliance with the laws or the regulations imposed by the authorities concerned, but also to promote transparency and implementation of the principles of good corporate governance. Emphasis is placed on protection against frauds and also on compliance with the regulations, guidelines, and work procedures, based on the principles of transparency.

- Thanachart Group also encourages collective bargaining negotiations, aiming at bringing about group discussions, suggestions and negotiations among the parties concerned, including the organization, employees' representatives, the employee welfare committee, and the employee committee. The objectives are to act on useful suggestions and to build good employer-employee relationships. In addition, arrangements have been made to the effect that the centralized human resource department establishes an HR business partner unit responsible for looking after employees, keeping them happy and productive so that they continue working for the organization.

Health Care

Thanachart Group recognizes the importance of ensuring that all employees are healthy and are able to access health services conveniently, mainly because the well-being of employees brings about organizational productivity. As a result, Thanachart Group pays great attention to the health of all employees. On one hand, it promotes the maintenance of the employees' health by putting in place of preventive measures which raise the awareness of and mitigate health risks. On the other hand, it puts in place the following measures with the aim of promoting the good health of employees.

- Health protection guidelines: Employees are provided with health knowledge in different areas so that they recognize the importance of keeping themselves fit and healthy. In particular, for the convenience of all employees, the Group makes arrangements for their annual medical examination. The annual checkups help early detection of harmful diseases such as cancer as well as prevention and minimization of illness. Employees also receive vaccines against infectious diseases. The objective is for them to rest assured that they will have good health and will not get sick.

- Based on the health promotion guidelines, the Company ensures that employees receive medical benefits when they get ill. As well, they are provided with convenient medical services. In particular, the Company puts in place a first aid room for giving medical services. As well, it arranges for doctors from hospital to share their health knowledge with employees. In addition, the Company makes available medicines and medical supplies for first aid services. The objectives are to give first aid treatment and to prevent illness or injury from becoming worse.

Safety, Occupational Health, and Work Environment

Thanachart Group pays attention to safety management and ensures healthy working environment for all employees, in line with the principles of occupational health. In this connection, the Company has established a policy and practice guidelines on safety, occupational health, and work environment in compliance with the provisions of the law. The Company has also established the Committee on Safety, Occupational Health, and Work Environment. The Committee is responsible for implementing various activities with an aim of achieving the established objectives. In this connection, it encourages employees to recognize the importance of safety, occupational health, and work environment by sharing the related knowledge through activities and training courses on safety with employees at all level. As well, the Company looks after sick or injured employees, ensuring that they receive proper treatment. In addition, it has adopted the policy with details as follows:

Policy on Safety, Occupational Health, and Work Environment

Thanachart Group not only plays an important role of adopting the policy on management of safety, occupational health, and work environment but also oversees and ensures the establishment of a safety, occupational health, and work environment plan and the implementation of the plan on a continuous manner. The related details are as follows:

1. Comply with the rules and regulations, notifications, orders, and standards related to safety, occupational health, and work environment in line with the requirements imposed by the state agencies concerned.
2. Manage and oversee business locations, ensuring that employees have safe and healthy workplaces. As well, ensure that, in carrying out their duties, employees are prevented from loss of life and protected from physical or psychological injuries or illnesses.
3. Control, govern, and oversee the implementation of activities which promote occupational safety and health as well as healthy working environment in line with the scope of safety management systems.
4. Make available the regulations and handbook on workplace safety at business locations.
5. Support and promote the implementation of activities related to safety, occupational health, and work environment on a continuous basis. As well, make available appropriate and adequate human resources and budgets.
6. Improve the work environment and the areas surrounding the business locations on a continuous basis, ensuring that the workplaces are safe and the work environment is healthy. The improvements will bring about the quality of work life and the good health of employees.
7. Organize training courses for safety officers at management and supervisory levels as well as training courses for all employees.
8. Put in place a committee and personnel responsible for safety, occupational health, and work environment. The objective is to ensure proper implementation of Thanachart Group's related policies.

Human Resource Development

Based on the belief that personnel are the organization's most valuable resources, Thanachart Group pays serious attention to systematic human resource development. In particular, the Group puts into practice Thanachart's People Development Model 70:20:10 with on-the-job learning experiences accounting for 70 percent while subordinate development by supervisors, such as through coaching and mentoring, accounts for 20 percent and training activities account for the remaining 10 percent. In this connection, Thanachart Academy was established in order that staff could acquire relevant professional knowledge relating to the duties and responsibilities in their respective departments.

Practice Guidelines on Training

Thanachart Group's human resource development processes start with the development of newly recruited employees, training and development activities which focus on enhancement of key skills necessary for carrying out job duties of each position, as well as development activities aiming at raising the level of professionalism, which encompasses product knowledge, customer service, work processes, and work systems which are based on the conduct of business affairs in compliance with the regulations of the state agencies concerned and the code of professional ethics. Also noteworthy is the development of managerial skills and leadership for supervisors at each level. The objective is to develop potential of the Company's personnel so that they are well prepared for implementing the organization's business strategies in an effective and efficient manner.

In 2020, Thanachart Group continued implementing Thanachart Academy Program with an aim to develop its personnel at all levels further in all areas which included the knowledge and skills necessary for enhancing professionalism in their respective fields of work. Another objective was to provide personnel with an opportunity to choose fields of

study which matched their interest. All these developments would prepare personnel for their future career growth and truly help them keep pace with the digital technology trends. In relation to such personnel development, the Group implemented the following various training programs, using a blended learning approach which included online learning through the internet, application platforms, learning via intranets, classroom methods, workshops, and group discussion activities. The objective was to develop personnel so that they became as efficient as possible.

1. Corporate Training: This type of training activities focuses on development of key skills necessary for performing one's duties. The objective is to achieve people excellence which covers four areas including (a) thinking skills, (b) people management, (c) performance management, and (d) communication skills.

2. Functional Training: This type of training activities focuses on development of skills suitable for one's roles, duties, and responsibilities. The objectives are to raise the level of customer service based on the concept of customer centricity and to ensure that customers receive financial services which meet their needs and are in line with their risk tolerances. Not less importantly, emphasis is placed on ensuring that the services are delivered properly in compliance with the requirements and regulations of the state agencies concerned and in a transparent manner.

2.1 Product knowledge training activities were organized, aiming at providing employees with knowledge and understanding of various products and services of the Group which were constantly improved and updated. As a result, employees were capable of appropriately introducing products and services that met the real needs of each group of customers.

2.2 The Group developed a branch academy training course which was aimed at building a body of knowledge and preparing branch employees at all levels so that they were capable of identifying customer needs, giving advice, and offering financial services that met customer needs (Customer Solutions) in an accurate, timely, and efficient manner.

2.3 As well, training activities were conducted on basic infrastructure of various work systems. The objective was to ensure that customer services could be delivered in a timely and efficient manner. Among others, these included training on customer management systems for introducing financial services, loan approval system, and systems related to buy and sell orders of life and non-life insurance products. The Group also provided employees with knowledge and understanding of information technology which constantly changed. As well, it organized training activities and seminars on innovative concepts and innovation skills for employees. The objective was to encourage employees to have concepts of product development and to adopt work processes that met customer needs in the digital age in a timely manner.

2.4 Professional certificate courses were also organized. Among others, these included courses for securities investment consultants, general insurance agents, and life insurance agents as well as courses on unit-linked insurance plans.

2.5 As well, training courses on regulations of the authorities concerned were conducted. The objectives were to provide all executives and staff with knowledge and understanding of the regulations and to ensure that the executives and staff were able to manage and do their work in full compliance with the regulations. In this connection, tests were given to assess participants' knowledge of course contents after training. Among others, the trainings included courses on the Personal Data Protection Act, Anti-Money Laundering Act, Counter-Terrorism and Proliferation of Weapon of Mass Destruction Financing Act, Ministerial Regulations on Customer Due Diligence (CDD) as well as the course on CG & Anti-corruption Measures which covered the Group's corporate governance and anti-corruption policies. The Group also cooperated with the public sector in promoting ethical behavior and fostering fairness in business. As a result, the cooperation had positive impacts on the country's social and economic development.

3. Leadership and Managerial Development Training: Executives play an important role in implementing the organization's policies and strategies. As a result, Thanachart Group has organized training activities with an aim of enhancing leadership and management skills for executives at each level in an earnest and continuous manner. The objective is to enhance, accelerate, and maintain potential, competence, and capacity of executives in managing their work and human resources in an efficient manner. Among others, the training courses included thinking and

decision-making skills, strategic influencing skills, coaching skills, and leadership curriculum, which are the courses learning through intranet, combined with workshops and group discussions. In this connection, executives shall be encouraged to take part in training courses and seminars with both leading organizations, domestic and international. This is aimed at broadening their vision and building a network of cooperation with other organizations.

4. Blended-Learning Organization: To keep pace with today's ever changing world by means of Thanachart Academy. The idea gives rise to a blended learning that could address the problem of personnel development: getting them well-prepared for business operation and customer service by means of the following learning methods:

4.1 Coaching: Supervisors were required not only to provide trainees with advice and suggestions but also to share various experiences with them so that they would be able to work efficiently.

4.2 On-the-job Training: Employees were encouraged to exchange their experiences with one another and to help solve problems together while they received suggestions from advisory experts. The objective was to promote group learning and foster teamwork skills which were beneficial to the organization.

4.3 Online learning via the internet, application platforms, and also intranets: In 2020, the Group made available several training courses which allowed personnel to study on their own throughout the duration of the training courses concerned. The objective was to enhance their potential and prepare them for future work. In this connection, the learning effectiveness was systematically measured pre-learning and post-learning.

4.4 Knowledge Management: The Group has made arrangements for collection of the body of knowledge that is useful to employees. It covers knowledge and skills necessary for employees to fulfill their tasks at various levels. As well, it includes the knowledge for raising the quality levels of products and services of the Group, knowledge about regulations of the authorities concerned, work manuals for related work systems, staff regulations and employee welfare as well as knowledge about how to look after physical and mental health and how to strike a work-life balance. Importantly, the collection of knowledge has been properly grouped and stored in the system so that it could be accessed conveniently and efficiently.

In addition to the above-mentioned elements, Thanachart Group has enhanced preparedness of newly recruited staff. Each new employee is required to attend a one-day orientation session, in which they will be provided with product knowledge, core values, organizational structure, compliance with the anti-money laundering law as well as the countering the financing of terrorism law as well as information about staff welfare. The objective is for new employees to know the business overview as well as direction and various strategies so that they could adjust themselves to Thanachart Group and establish good relationships with fellow colleagues and the organization. The orientation lays the foundation for the organization to retain the new employees.

Welfare Benefits

Thanachart Group provides welfare benefits to permanent employees as well as those on fixed-term and temporary employment contracts. These welfare benefits are as follows:

Welfare Benefits	Types of Employees		
	Permanent	Fixed-term	Temporary
Salaries	✓	✓	✓
Overtime	✓	✓	✓
Training/Staff Development/Staff Scholarship	✓	✓	✓
Funeral Benefits	✓	✓ **	✗
Educational Assistance for Staff's Children	✓	✓ **	✗
Medical Treatments	✓	✓ **	✗
Residential Rental Expenses	✓	✓ **	✗
Welfare Loans	✓	✓ **	✗
Danger Pay Allowance	✓	✓	✓
Provident Fund	✓	✓ **	✗
Staff Uniforms	✓ *	✓ *	✗

- Remarks:**
- 1) Permanent employees are those who are engaged by Thanachart Group on a permanent basis.
 - 2) Fixed-term employees are those who are on fixed-term employment contracts.
 - 3) Temporary employees are employed for the nature of work which is temporary or of a definite duration of not more than one year.
 - 4) * Only for some specified jobs.
 - 5) ** Only employees holding some positions are entitled to the benefits.

Performance Appraisal and Staff Remuneration

Thanachart Group has set up a clear and transparent performance appraisal process. Not only it adopted a standard methodology but also prepared a standard appraisal form for all work units. Performance appraisals, whether individuals, team or executives, have been clearly grouped. In this connection, the appraisal of the division/section must specify their main goals which are in line with the annual Key Performance Indicators (KPIs) of their respective department. As well, the individual KPIs and the team KPIs have to be in line with the main goals set by each of their respective division/section. Such appraisal process will help drive the performance of the staff members of the whole organization to achieve the established business goals. The appraisal will be conducted twice a year in order to allow proper monitoring of the implementation. A central unit will be responsible for ensuring that the appraisal of the whole organization follows the same direction as specified.

As regards remuneration, Thanachart Group has laid down the remuneration principles, ensuring that the remuneration is in line with the different nature of work, and that the remuneration in the form of monthly salaries and annual bonuses will be properly taken into account. The objectives are to motivate staff members to carry out their duties and achieve the goals established by each division/section and to ensure that the compensation levels the Group provides are competitive with those offered by companies in the same business.

Employee Information

Number of Thanachart Group's Employees by Level

Permanent Employees by Level	Gender	Number of Employees		
		2020	2019	2018
High-level Executives (from SVP to CEO) ¹	Male	14	81	77
	Female	9	29	24
Total		23	110	101
Executives (from AVP to FVP) ²	Male	101	450	448
	Female	97	583	460
Total		198	1,033	908
Employees (from O to SM) ³	Male	694	4,341	4,490
	Female	926	8,339	8,394
Total		1,620	12,680	12,884
Temporary Employees	Male	15	58	88
	Female	8	68	105
Total		23	126	193
Grand Total		1,864	13,949	14,086

Remarks:

- ¹ Positions from Senior Vice President (SVP) to Chief Executive Officer (CEO)
- ² Positions from Assistant Vice President (AVP) to First Vice President (FVP)
- ³ Positions from Officer (O) to Senior Manager (SM)

Number of Thanachart Group's Employees by Location

Employees by Location	Gender	Number of Employees		
		2020	2019	2018
Headquarters	Male	669	2,674	2,839
	Female	954	4,222	4,971
Total		1,623	6,896	7,810
Domestic Branches	Male	155	2,198	2,057
	Female	86	4,729	4,026
Total		241	6,927	6,083
Grand Total		1,864	13,823	13,893

Remarks: Thanachart Group has no overseas branch

Number of New Employees and Former Employees

Types of Employees	Gender	Number of Employees		
		2020	2019	2018
New Employees	Male	61	412	519
	Female	95	1,154	1,356
Total		156	1,566	1,875
Former Employees	Male	58	601	615
	Female	64	1,124	1,252
Total		122	1,725	1,867

Number of Employees Returning to Work and the Rate of Employees Remaining Employed after Exercising Maternity Leave Right (Applicable to Female Only)

In Case of Taking Leaves	2020	2019	2018
Number of employees who are entitled to take maternity leave to take care of a newborn child	843	9,196	8,708
Number of employees who exercise maternity leave right to take care of a newborn child	32	289	281
Number of employees who return to work after the end of maternity leave right to take care of a newborn child	32	281	279
Rate of employees (percent) who return to work after the end of maternity leave right to take care of a newborn child	100	97	99
Number of employees who return to work after the end of maternity leave to take care of a newborn child and remain employed for one year	30	258	252

In this connection, the information disclosed in this section of the report did not include the number of employees of 1) TBANK, 2) TFUND, and 3) TBROKE in 2020.

2) Operating Businesses in a Socially Responsible Manner

Thanachart Group adopted an operational strategy which was consistent with social responsibility. It took into consideration the expectations of the stakeholders concerned, which served as guidelines for developing activities for promoting social responsibility and ensuring environmental protection in tandem with Thanachart Group's business growth.

Project entitled "Added Advantage for Safety - Thanachart Insurance - Yes. We're Safe"

As an insurance business operator, TNI recognized the problem of road accidents as a great number of road accidents took place each year. TNI believed that everyone could play a role in improving safety. As a result, TNI participated an activity which aimed at improving road safety. The objective was to continue providing the society with added advantages for safety through the project entitled "Added Advantage for Safety - Thanachart Insurance - Yes, We're Safe". The project which had been annually implemented since 2013 campaigned to encourage customers to drive safely. In this connection, it pursued two courses of action including improving safety and providing support which placed emphasis on giving assistance in case of road accidents caused by various factors.

Road safety was a national agenda which every government attached importance to and sought cooperation from all sectors of the society in preventing and reducing road accidents as Thailand was ranked ninth in terms of the number of road accidents with about 22,491 deaths annually, representing a death rate of 32.7 per 100,000 people or 3 deaths per hour. This was twice as high as the global average rate. According to the calculation made by Thailand Development Research Institute (TDRI), the country’s economic costs of deaths and serious injuries due to road accidents amounted to about 500 billion baht per year. In this connection, the company joined hands with other organizations in support of the following projects:

Graduate Program in Innovation and Digital Transformation in Insurance Business

TNI collaborated with Thammasat University on an academic program entitled “Production of Graduates in Innovation and Digital Transformation in Insurance Business”. The objective was to promote and support the production of human resources in digital innovation. In this connection, the Graduate Program of the Digital Business Transformation (MDX), College of Innovation Thammasat University (CITU), played the backbone role of this collaboration which would be implemented for three years from 2020 to 2022. Students would be provided with an opportunity to get practical work experience in various departments of TNI. As a result, they would add to their knowledge base on insurance business, particularly in relation to the application of new theories and technology to business. This, in turn, would lead to the development of innovative products and services as well as the application of the related technology at a later stage.



In 2020, TNI cooperated with the OIC in the implementation of four projects including: 1) Project entitled “Successful Insurance Marketing on Modern Digital Platform or Social Media Platform”, 2) Project entitled “Placing surveyors at locations where they could deliver adequate and timely services and reach accident scenes before another party’s surveyors”, 3) Project entitled “Data Governance (Data Architecture and Data Warehousing)”, and 4) Project entitled “Design of Data Visualizations for Use by Various Departments”.

“Community Power Helps Build Safe Roads” Project

This was an offshoot of the project entitled “Safer on the Road”. In this connection, TNI collaborated with the Road Safety Directing Center in providing communities with added advantages towards improved road safety. The project had been implemented since 2019. Emphasis was placed on heightening the awareness of communities about problems related to road accident reduction. The awareness led to problem solving and implementation of remedial countermeasures for road accident prone areas in order to reduce road accidents and the number of casualties who were people living in the community or users of the road. In this connection, TNI collaborated with the Road Safety Directing Center at the village, sub-district, district and provincial levels in urging the communities to play a role in proposing the road accident prone area assessment projects. Emphasis was placed on making it easy for everyone not only to implement the plans, but also to be able to make assessments and prepare plans by themselves by using “Hiyari Hatto” system in preparing the plans about the road accident prone areas and in assessing the risk factors that contributed to road accidents. The factors included the physical aspect such as road conditions and

the health aspect, which encompassed behavior, society, and procedural failures. The collaboration also helped provide the participating communities with knowledge base which enabled them to learn about various steps for assessing the road accident prone areas by themselves through an e-Learning system on the website www.พลังชุมชนสร้างถนนปลอดภัย.com. According to the established targets for 3 years, remedial countermeasures for 30 road accident prone areas nationwide would be successfully implemented, within an operating budget of 10 million baht.

In the year 2020, visits were paid to the communities which were selected as traffic accident prone locations in order to apply remedial safety treatments. In this connection, there was an urgent need for a remedy at five of the ten selected locations, which were as follows:

1. Khao Phanom Sub-district Municipality, Khao Phanom Sub-district, Khao Phanom District, Krabi Province,
2. Ban Nun Sub-district Administrative Organization, Ban Nun Sub-district, Song District, Phrae Province,
3. Sanian Sub-district Administrative Organization, Sanian Sub-district, Mueang Nan District, Nan Province,
4. Si Phum Sub-district Administrative Organization, Si Phum Sub-district, Krasang District, Buriram Province,
5. Na Pho Sub-district Municipality, Na Pho Sub-district, Na Pho District, Buriram Province.



“OIC for Communities Year 4” Project

This was a project of the OIC, which was implemented in collaboration with the insurance industry under a concept of “From North to South and from East to West”. Visits were paid to a number of communities with an aim to spread knowledge about insurance and protection of insurance benefits. Another objective was to listen to the problems and the needs of people in the communities. The feedback and responses received would be used for developing new insurance products that met the needs of the people in the areas. Importantly, the project also put effort into learning lessons based on the real-world experiences in road traffic accident cases and the benefits received from insurance. In this connection, TNI also took the opportunity to share the information about its “Community Power to Ensure Road Safety” Project with people in the communities. The objective was to encourage all the communities to participate in ensuring road safety and dealing with the traffic accident prone areas in the following five regions:

- 1st Activity (Western Region) Ban Wangka Community, Sangkhla Buri District, Kanchanaburi Province
- 2nd Activity (Eastern Region) Ban Laem Makham Community, Laem Ngop District, Trat Province
- 3rd Activity (Northeastern Region) Na Aor Community, Mueang District, Loei Province
- 4th Activity (Southern region) Ban Wang Hon Community, Cha-uat District, Nakhon Si Thammarat Province
- 5th Activity (Northern Region) Ban Pang Ha Community, Mae Sai District, Chiang Rai Province



Project entitled “Driving Public Relations Campaigns to Prevent and Reduce Road Accidents”

The project was organized by the Office of the Accident Prevention Network which was a member of the Road Safety Network of Thailand. The objective was to join hands with the Road Safety Network and news media in driving public relations campaigns aiming at preventing and reducing road accidents. In particular, TNI invited news media to publicize the project entitled “Community Power Helps Build Safe Roads” which made members of the general public aware of and realize the importance of road safety in order to reduce road accidents in Phra Nakhon Si Ayutthaya Province, Ubon Ratchathani Province, Phuket Province and Chiang Rai Province.



Supporting the Opening of the Road Accident Prevention and Reduction Center during the New Year Festival 2021

TNI supported road safety campaigns of the Department of Disaster Prevention and Mitigation, the Interior Ministry, which were aimed at promoting road safety during the period from 29 December 2020 to 4 January 2021. Emphasis was placed not only on reducing risk factors which contributed to road accidents but also on encouraging motorists and other road users to observe road discipline. Other measures included improvements of roads and roadside environment in order to ensure safety, strict safety control of all types of vehicles, closely monitoring and deterrence of all types of behavior which increased traffic accident risks, as well as setting up of breath testing and sobriety checkpoints. In an event of a road accident which resulted in deaths or serious injuries, emphasis would be placed on raising public awareness through all types of media about law enforcement, car accident scenario, and implementation of road safety measures.





Delivery of “New Year Group Insurance - New Normal Plus” Policies

Each year during the country’s peak time for tourism, which coincided with the New Year’s break, numerous road accidents took place, resulting in deaths and serious injuries, let alone with the outbreak of Covid-19. TNI felt concern for the safety of its over one million customers. As a result, the company gave a policy entitled “New Year Group Insurance - New Normal Plus” for free to the customers who participated in the promotion project via its Line Official Account, namely “Thanachart Insurance”. The policy period was 30 days from 15 December 2020 to 31 January 2021. This represented a personal accident insurance which provided coverage of up to 100,000 baht, the details of which were in line with the protection conditions. In addition, policyholders were also provided with additional coverage of 3,000 baht for COVID-19 infection.

Car Sanitization and Virus Disinfection Service for Customers and Employees

Due to the outbreak of COVID-19, TNI felt concern for the welfare of its customers and employees. To ease their worries about the presence of the virus in their cars, the company provided them with a special car sanitization and virus disinfection service for free at Meet & Care Service Points at TNI’s three branches which were the Nine Branch, Petchkasem Branch and Huai Khwang Branch. In addition, TNI made available concise and easy-to-understand information about how to protect oneself from the disease and disseminated the information to customers and members of the general public.



Preparation of Content and Information of Early Warning Systems and Disaster Preparedness

Many disasters which occurred over the past several years had resulted in casualties and property damage, affecting a lot of people in disaster-hit areas. As a result, to mitigate the risk of disasters which might occur, TNI had prepared contents and information regarding early warning systems and disaster preparedness for customers and members of the general public. The objective was for them to get well prepared for coping with disaster situations which might arise. In addition, the company prepared concise and easy-to-understand information which was useful on various aspects, for customers and members of the general public. The information was shared through Thanachart Insurance's online platforms including Facebook, Line Official Account of "Thanachart Insurance".



Other Social Activities

Support to Chakri Naruebodindra Medical Institute, Ramathibodi Foundation

Thanachart Group made a joint cash donation to Ramathibodi Foundation, Chakri Naruebodindra Medical Institute, the Faculty of Medicine Ramathibodi Hospital, Mahidol University. The donation would be used for procuring medical equipment. In this connection, Professor Emeritus Pornchai Simaraj, M.D., Permanent Lecturer of the Faculty of Medicine Ramathibodi Hospital, and Assistant Professor Supatra Leelaphiwat, Member and Secretary of the Executive Board of Ramathibodi Foundation received the donation. Thanachart Group had been making the donation for seven consecutive years. This year's donation amounted to 2,640,000 baht.

Supporting the Project for Preventing and Reducing COVID-19 Transmission

The Faculty of Medicine Ramathibodi Hospital, Mahidol University, realized the importance of medical treatment and sharing with the society the right knowledge of the virus transmission in order to prevent the spread of COVID-19. It was also important to get well prepared in terms of personnel, medical equipment, and patient rooms in order to cope with future situations, both short term and long term, in case of increases in the number of patients. As a result, the Faculty of Medicine Ramathibodi Hospital, Mahidol University, and Ramathibodi Foundation jointly established a special fund entitled "Project for Preventing and Reducing COVID-19 Transmission". The objective was to increase preparedness and flexibility in managing necessary resources which required a budget in addition to the funds received from the government sector. In this connection, Thanachart Group made a joint cash donation to Ramathibodi Foundation in support of medical personnel and also purchases of medical equipment for the above project. The total donation amounted to 1,100,000 baht.

Project entitled "Seniors get Delighted as Juniors can Study"

TNS raised money to support a poor school in the countryside. The objective was to provide teachers and students with educational opportunities. The address of Old Town Kamphaeng Saen School was No. 3, Kamphaeng Saen District, Nakhon Pathom Province. It was located 40 kilometers from the central educational area. In this connection, TNS invited staff to join hands to donate 100,000 baht to the school via the project. As a result, the school children who would be important driving forces of the country's development were given educational opportunities.

Sharing Satiety with Communities in Fighting Against COVID-19 via the “Sharing Stories” Project

TNI donated 900,000 baht to the “Sharing Stories” project of the Thai Television Channel 3. The money was used for preparing lunch boxes worth 30,000 baht each day for 30 days, which were given to people in the communities hit by COVID-19 pandemic not only to make their stomach full but also to make them feel fulfilled.

Activity in Support of Developing Youth Potential

THANI realized the importance of developing youth of the new generation. THANI wanted them to have a diverse range of knowledge and skills and to spend their free time productively. As a result, THANI joined hands with other organizations to promote Saturday School Project whose objective was to develop young people in communities through various learning activities. In this connection, the company had been supporting the project continuously. In 2020, THANI not only provided lunch to youth studying in the school but also donated 200,000 baht to the project.

TCAP CSR Activity 2020

The Company recognized the importance of children. They would grow up and be the future of the nation. As a result, the Company and its staff joined hands to raise money and donate 132,100 baht and basic necessities for infants to Phayathai Babies’ Home, Pakkret District, Nonthaburi Province. The objectives were to develop a good society and to play a part in providing the disadvantaged young children with education opportunities, improved environment, personal hygiene and lives. Currently, Phayathai Babies’ Home was supporting 210 children in total, consisting of 110 boys and 100 girls.

Thanachart Foundation for Thai Society

In addition to the above-mentioned various projects and activities which were continuously implemented by Thanachart Group for social development in various areas, Thanachart Group had established Thanachart Foundation for Thai Society which served as a main mechanism for driving social activities. Emphasis was placed on social creativity together with social development. The goal was to create different types of prototypes for developing communities and society so that members of the general public knew not only how to develop, improve and change themselves but also how to raise their standard of living. In 2020, Thanachart Foundation for Thai Society implemented various activities as follows:

Project entitled “Deliver care, distancing yourself from COVID-19”

The project was conceived as a result of COVID-19 pandemic which affected humans worldwide. Thanachart Foundation for Thai Society recognized the importance of mounting campaigns with an aim to prevent transmission and to reduce the risk of infection among personnel working in health care organizations. In this connection, Thanachart Foundation for Thai Society delivered 3,000 muslin face masks as well as N95 masks to personnel of provincial hospitals in the southern region, which included Pattani Hospital, Yala Hospital, Narathiwat Ratchanakharin Hospital, Songkhla Hospital and Satun Hospital.



In addition to giving support to health care organizations, Thanachart Foundation for Thai Society gave personal protective equipment against COVID-19 to educational personnel and students of four schools in disadvantaged areas of Ratchaburi Province, which included Wat Nong lean School, Wat Lam Nam School, Wat Tan Tia School and Wat Don Yai School. The equipment given consisted of face shields, alcohol, hand cleansing gel and disinfectants.



Apart from the aforementioned projects, in order to build financial discipline which was a foundation of financial security, Thanachart Foundation for Thai Society had established an operational plan for implementing a project which aimed at sharing with graduating students and those who just started working, the knowledge of not only finance but also financial management, investment as well as debt management so that they would develop financial discipline. The objective was to prevent them from future financial troubles. Emphasis was placed on sharing the knowledge and disseminating the information mainly through online social media.